

2008 Customer Service Stats

Date of Visit	Promptness of initial greeting	Time spent waiting for service	Courtesy/personal attention	Knowledge level of employees	Efficiency of service provided	Usability of information	Overall service	Comments
1/24/2008	3	1	1				1	I was parked at a meter and had to leave after waiting 45 minutes without service. I was the only one waiting. Two customers were being serviced and four to six employees were present visiting in sight of the front counter. I recommend that employees visit somewhere else if they cannot assist customers. Flexible staffing would help relieve frustration.
1/25/2008	4	4	4	4	4	4	4	Melissa is always friendly, courteous, knowledgeable, and most helpful. Keep BG office open. They have great service, knowledgeable staff, less waiting, and it's more convenient for north county residents.
1/28/2008	4	4	4	4	4	4	4	We love the staff & the coffee was the best.
1/30/2008	4	4	4	4	4	4	4	The most efficient permit center I've ever been in. There were problems with the application, but what was needed was well explained.
2/6/2008						1	1	This jurisdiction is repeatedly the worst. Never prepares customers for change in fees. Excess process. Exorbitant costs. I wish I never had to work with Clark County.
2/27/2008	4	4	4	4	4	4	4	Debra Weber was outstanding in helping me finish my occupancy project, she exuded confidence and time efficiency in getting me out the door in a timely fashion.
3/18/2008	4	4	4	4	4	4	4	I have always had good service.
3/19/2008	4	4	4	4	4	4	4	
5/6/2008	3	4	4	4	4	4	3.83	Great Service! Fees in Clark Co. are outrageous. Over \$1000.00 in permits to build a shop! Lower costs. Better fee structures.
5/6/2008	3	3	4	4	4	3	3.5	The wait was short, the people were helpful. All in all, better than expected.
5/22/2008	4	4	4	4	4	4	4	The staff was courteous and friendly to me and each other. I was absolutely astonished to have my permits completely processed in record time. The customer service was much appreciated.
6/26/2008	4	4	4	4	4	4	4	The friendliness of the staff was wonderful for a first time user of your services.
8/27/2008	4	4	4	4	4	3	3.83	I was shocked at the increase in permit fees. Clark Co. is now the highest fees paid at any municipality I visit. High fees are past along to your business people and have a direct impact on potential growth. The county should not be ran as a business, it's a service.
# Responses	12	12	12	11	11	12	13	
Average Rating YTD	3.75	3.66	3.75	4.00	4.00	3.58	3.47	
Grades YTD	A-	B+	A-	A	A	B+	B	